



Job Aid: Self-Record Learning Event

Purpose

The purpose of this job aid is to guide users through the step-by-step process of self recording items.

Task A

Self-Record Items
20 Steps

Task A: Self-Record Items

- 1 Navigate to **Learning > Record Learning**.

Welcome SOPHIA SHUKLIN | Home | Search Catalog | Help | Logout

SATERN
System for Administration, Training, and Educational Resources for NASA

Personal | **Learning** | Career | Catalog | Reports

Learning Plan
Surveys
Learning Calendar
Current Registrations
Curriculum Status
Learning History
Record Learning (1)
External Training Requests

Alerts
Your Talent Profile is Incomplete

Catalog
View all available instructor-led items
View all available online items
Browse Catalog

- 2 Enter keywords to search for the item.

Note: Leave the keywords textbox blank to perform an open search for items.

- 3 Click **Next**.

Record Learning

Select Event Type | Search Item

Previous | Next (3)

Search

Enter Keywords to search for an Item. (2)

Keywords: | Exact Phrase

☒ Instructor-Led ☒ Online ☒ Blended ☐ Other (Select one or more)



4 From the search results list, click the radio button in the *Select* column of the item to record.

5 Click **Next**.

Record Learning

Select Event Type > Search Item > Select Item

Keywords: (none specified)

Exact Phrase: No

Previous Next

Select		
Title	Revision Date	Select
360-Degree Performance Appraisal Simulation	12/23/2004	4
A Manager's Primer for Ensuring Accountability	12/23/2004	
A New Manager's Responsibilities and Fears	12/23/2004	
A New Manager's Role in the Company's Future	12/23/2004	
A Rich Tapestry of Cultural Contrasts	12/23/2004	
About 360-Degree Performance Feedback	12/23/2004	
Accounting for Corporations	12/23/2004	
Achieving Results as a Cross-functional Team	12/23/2004	
Achieving Success with the Help of a Mentor	12/23/2004	
active Listening	12/23/2004	

Records per Page 10 Page: 1 2 3 4 5 «Previous | Next» (577 total records)

6 Click in the **Instructor** textbox and enter the instructor.

or

Click the **Select** link to select the instructor from the list.

7 Enter your grade in the **Grade** textbox.

8 Select the completion status from the

Completion Status drop-down menu.

9 Enter the completion date in the **Completion Date** textbox.

or

Click the **Select date** icon to select a date from the calendar pop-up.

10 Enter the completion time in the **Completion Time** textbox.

Record Learning

Select Event Type > Search Item > Select Item > Enter Learning Event Information

Assessing Customer Behavior
COURSE CUST0163

Revision: 5.5 - 12/23/2004 02:38 PM America/New York

Item Description: In the modern customer-centric business model, dealing with all customers in a positive and efficient manner is paramount. But this goal can become daunting to a TSA who has not developed the ability to identify various behavior types and apply appropriate techniques to deal with them in a way that builds a positive relationship between the customer and the company. This course instructs agents in how to identify customer behavior, and explains effective techniques that help make the experience a positive one for both the customer and the TSA handling the call.

Previous Next

Enter Learning Event Information

* = Required Fields

Instructor: 6

Grade: 7

* Completion Status: 8

* Completion Date: 11/10/2008 9

* Completion Time: 03:57 PM 10

* Time Zone: America/New York (Eastern Standard Time)

Total Hours: (1000)

Credit Hours: 4.50 (1000)

Contact Hours: 4.50 (1000)

CPE: 6.50 (1000)



11	Select the time zone where the learning event took place from the Time Zone drop-down menu.	<div>Record Learning Select Event Type · Search Item · Select Item · Enter Learning Event Information Assessing Customer Behavior COURSE CUST0163 Revision: 5.5 - 12/23/2004 02:38 PM America/New York Item Description: In the modern customer-centric business model, dealing with all customers in a positive and efficient manner is paramount. But this goal can become daunting to a TSA who has not developed the ability to identify various behavior types and apply appropriate techniques to deal with them in a way that builds a positive relationship between the customer and the company. This course instructs agents in how to identify customer behavior and explains effective techniques that help make the experience a positive one for both the customer and the TSA handling the call. <div>Previous Next</div><div>Enter Learning Event Information * = Required Fields Instructor: <input type="text"/> Select Grade: <input type="text"/> Completion Status: <input type="text"/> Completion Date: 11/10/2008 <input type="text"/> Completion Time: 03:57 PM <input type="text"/> Time Zone: America/New York (Eastern Standard Time) <input type="text"/> Total Hours: <input type="text"/> Credit Hours: 4.50 <input type="text"/> Contact Hours: 4.50 <input type="text"/> CPE: 6.50 <input type="text"/></div></div>												
12	Enter the total hours of the learning event in the Total Hours textbox.													
13	Enter the credit hours in the Credit Hours textbox.													
14	Enter the contact hours in the Contact Hours textbox.													
15	Enter the CPE credits in the CPE textbox.													
16	Click Next .													
17	Enter any comments in the Comments textbox.	<div>Record Learning Select Event Type · Search Item · Select Item · Enter Learning Event Information · Edit User Event Information <div>Previous Next</div><div>Edit User Event Information User: Daly, Diana M Comments: <input type="text"/></div></div>												
18	Click Next .													
19	Verify the item information.	<div>Record Learning Select Event Type · Search Item · Select Item · Enter Learning Event Information · Edit User Event Information · Record Learning A Manager's Primer for Ensuring Accountability COURSE MGMT0115 Revision: 7 - 12/23/2004 02:39 PM America/New York Item Description: 'You are either part of the solution or part of the problem.' That assertion from Eldridge Cleaver is a perspective that you must impart to each and every employee you supervise. There are many effective ways to get them to see this valuable viewpoint. And that's what you'll learn in this course. As a manager you are on the line when things go wrong. This course is designed to enhance your ability to communicate a philosophy of continuous improvement, what you expect of your staff, and what they must expect of themselves. This is a primer on multiple approaches to performance appraisal. It's much easier to hold people accountable for their work if they know exactly what's expected, and more importantly, why it's expected. Acting on the lessons in this course will pay off in increased employee commitment, not to mention increased profitability. The other major payoff here is the opportunity to do some soul searching. How accountable are you? You'll have the chance to consider your own performance as a manager and practice your own strategic approach for ensuring accountability. <div>Previous Finish</div><div>Record Learning Instructor: Completion Date: 11/10/2008 04:35 PM America/New York Total Hours: Credit Hours: 6.00 Contact Hours: 6.00 CPE: 8.00 <table><thead><tr><th>User</th><th>Grade</th><th>Status</th><th>Comments</th></tr><tr><th></th><th>Cost Name</th><th></th><th>Amount (1000)</th></tr></thead><tbody><tr><td>Daly, Diana M</td><td></td><td>CRS-ATND</td><td></td></tr></tbody></table></div></div>	User	Grade	Status	Comments		Cost Name		Amount (1000)	Daly, Diana M		CRS-ATND	
User	Grade	Status	Comments											
	Cost Name		Amount (1000)											
Daly, Diana M		CRS-ATND												
20	Click Finish .													
Your item is recorded.	<div>Record Learning Select Event Type · Search Item · Select Item · Enter Learning Event Information · Edit User Event Information · Record Learning · Success <div>Success Status: <ul style="list-style-type: none">The learning event has been successfully recorded.You can go to the Learning Event History page to print out the Completion Certificate if this event provides credit for the item.</div></div>													